

# WINDSTREAM COMMUNICATIONS ANNUAL REPORT

FOR THE STATE OF

**Pennsylvania**

State of Respondent

6/26/2012

**ETC's Included In This Report**

	<b>LEGAL ENTITY NAME</b>	<b>SAC</b>
ETC#1:	Windstream Pennsylvania, LLC	170176
ETC#2:	Windstream D&E, Inc.	170165
ETC#3:	Windstream Buffalo Valley, Inc.	170151
ETC#4:	Windstream Conestoga, Inc.	170162
ETC#5:		
ETC#6:		

Person to contact for questions:

Name: Jeff Heacox

Phone Number: 501-748-5390

E-mail Address: [jeff.l.heacox@windstream.com](mailto:jeff.l.heacox@windstream.com)



**For The Year Ended December 31, 2011**

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## GENERAL INFORMATION

1. The enclosed reports are being filed with the Office of the Secretary of the Commission, with the Administrator (USAC), the relevant state commissions, and relevant authority in a U.S. Territory, or Tribal governments, as appropriate pursuant to WC Docket No. 10-90.
2. The enclosed information satisfies the requirements included in 47CFR 54.314 and is being provided to:

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of The FCC Secretary  
445 12th Street, SW  
Washington, D.C. 20554

Universal Service Administrative Company  
2000 L Street N.W. Suite 200  
Washington, DC 20036  
[hcfilings@usac.org](mailto:hcfilings@usac.org)

Ms. Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120

Tribal Government as appropriate

3. The Windstream officer signing the certifications included in this report is:

Name: John Fletcher  
Title: General Counsel

## **Report 1 - Five-year Progress Report**

§ 54.313(a)(1) A progress report on its five-year service quality improvement plan pursuant to 54.202(a), including maps detailing its progress towards meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information shall be submitted at the wire center level or census block as appropriate;

Response: This requirement is not effective until April 1, 2013 per FCC DA 12-147 II.A.7.

## Report 2 - Detail Outage Report

§ 54.313(a)(2) Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

(i) At least ten percent of the end users served in a designated service area; or

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(A) The date and time of onset of the outage;

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Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
				Clearing Information				
				Date/Time Outage repaired (Central Time): 03/12/2011 5:15				
				Detailed Description of what was done to repair the Outage: Found trouble to be a 12 second delay problem from when the call was received to when the ALI/ANI went out. Nee			Connecting company replaced faulty equipment	
170165	11-Mar-11	10:20 PM	PA_EPHR:Lancaster County 911 Center ani and ani not working		E911	EPHRPAXE		11,568
				SPOKE WITH MARY AT SSTC: LANCE HORST DID SOME WORK ON 4/21/2011.				
				LANCE UPDATED SSTC THAT AT 2330 ON 4/20/2011 TROUBLE CLEARED. DOUG SHOBER WAS ASSISTING TECH.				
			PA_EPHR: E911 OUTAGE FOR LANCASTER COUNTY/ALI & ANI DOWN	SSTC TICKET NUMBER 1420202	E911	EPHRPAXE	Connecting company replaced faulty equipment	14,866
170165	20-Apr-11	9:25 PM						

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170165	11-Mar-11	10:20 PM	PA_EPHR:Lancaster County 911 Center ani and ani not working		E911	EPHRPAXE		11,568
				ABOUT 3148 DS0'S OO5 IN EPHR- SITE TECH WORKING WITH VERIZON ON PLANNED WORK - NO MOP NUMBER				
170165	03-Jun-11	3:33 AM	PA_EPHR: TRK103: FLTGROUP_ALARM C7LEOLTOLL 100% BUSY	WAS GIVEN TO US	Long Distance	EPHRPAXE	Scheduled Outage	3,148
170165	04-Nov-11	10:44 AM	PA_EPHR:PM102: SY5B LGC 1	Software reloaded and 6x48 replaced.	Local	EPHRPAXE	Replaced faulty hardware	2,051
			PA_WYBG PM107: CBSY ESA BRVE 4, RMM 19,					
170176	18-Feb-11	9:06 AM	LCM BRVE 0 0	Fiber respliced and repaired.	Local	BRVEPAXB	Repaired or replaced cut cable	275

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170165	11-Mar-11	10:20 PM	PA_EPHR:Lancaster County 911 Center ani and ani not working		E911	EPHRPAXE		11,568
				04/05/2011 11:19 AM EDT [e0098643] SERVICES RESTORED. 2 / 50 AMP RECTIFIERS CHARGED TO -48 VOLTS. ONCE REMOTE RECOVERED AND VISIBILITY RESTORED DMS- 100 REPORTED A POWER CONVERTER AND INTERFACE CARD FAILED FOR BOBTOWN. SUSPECT POWER SURGE DURING SEVERE WEA				
170176	04-Apr-11	4:29 PM	PA_WYBG_PABBTW - BOBTOWN CISCO 15454 FIBER NODE / LOW VOLT BOTH PWR A AND		Special	BBTWPAxB	Replaced faulty hardware	3,360
170176	17-May-11	6:12 PM	PA_MDWY MESSAGE TIMEOUT: Refer to OP Guide 606 (toll isolated)	FIBER REPAIRED	Local	MDWYPAXM	Repaired or replaced cut cable	1,518

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170165	11-Mar-11	10:20 PM	PA_EPHR:Lancaster County 911 Center ani and ani not working CTM PA_KTNG PAFDCY		E911	EPHRPAXE		11,568
170176	22-May-11	10:55 AM	FDCY OC48 FAC-6-1-1 & FAC-12-1-1 LOS	All alms have cleared, fiber was repaired, closed tkt tech John called to inform that site shld be back up now.//they found bad fiber approx 2k ft outside of the KTNG host going to Ford City. the techs are using some spare fiber from unused equip to temp. repair and restore service. henry in transport upda	Special	FDCYPAXF	Repaired or replaced cut cable	4,032
170176	22-May-11	10:55 AM	PA_KTNG: PM107: CBSY RCC2 FDCY 3//RCC2 FDCY 2//MISC OTHER REMOTES		Local	FDCYPAXF	Replaced faulty hardware	4,743



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170165	11-Mar-11	10:20 PM	PA_EPHR:Lancaster County 911 Center ani and ani not working PA_KTNG: PM107: CBSY LCM FDCY 04 0 PA_KTNG_RMM_7: PM107: CBSY RMM 7 PA_KTNG: PM107: CBSY	All the FordCity RCC2s are up. Bryan in transport confirming that he is seeing OC48s clear.	E911	EPHRPAXE		11,568
170176	22-May-11	8:47 PM	LCM FDCY 02 PA_ELDR ALM031: CAT SET NWBH DLC (toll isolated)		Local	FDCYPAXF	Repaired or replaced cut cable	4,743
170176	22-May-11	8:52 PM		Fiber work complete	Local	ELDRPAXE	Repaired or replaced cut cable	2,784

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170165	11-Mar-11	10:20 PM	PA_EPHR:Lancaster County 911 Center ani and ani not working		E911	EPHRPAXE		11,568
				Seeing A-links and trunks clearing. Bryan in transport confirms seeing OC48s clear. Elderton still appears to be isolated. I received update from John in KTNG. It seems a mylar balloon got into the transformer causing it to short and catch fire. Fire proc			Repaired or replaced cut cable	
170176	22-May-11	8:54 PM	PA_KTNG: TRK103: FLTGROUP_ALARM ATXPHSS7 85% BUSY		Local	KTNGPAXK	Replaced faulty hardware	33,878
170176	27-May-11	2:33 AM	PA_KTNG: PM107: CBSY RCC2 FDCY 2	corrected line coding on a msg link	Local	FDCYPAXF		4,743
				IDT 6 BCLX AND RCC2 HAZN PA_BKVL_HAZN-: PM107: 0 ARE OOS- CHARGERS CBSY RCC2 HAZN 0 FAILED - 1 OF 3 WORKING			Replaced faulty hardware	
170176	24-Aug-11	1:04 AM			Local	HAZNPAXH		1,012

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170165	11-Mar-11	10:20 PM	PA_EPHR:Lancaster County 911 Center ani and ani not working	ALI/ANI went out. Nee	E911	EPHRPAXE		11,568
							Replaced faulty hardware	
170176	25-Aug-11	4:54 AM	PA_BKVL:_HAZN- PM107: CBSY RCC2 HAZN 0	RCC2 HAZN 0 SYSB - POSSIBLE POWER PROBLEM. Failed rectifier removed.	Local	HAZNPAXH		1,012
			PA_WYBG_BBTW-: PM102: SYSB LCM BBTW 00 0	MOP #081611092017 - POWER WORK IN REMOTE				
170176	30-Aug-11	3:30 AM	PM107: CBSY LCM BBTW 00	HAS CAUSED RLCM BBTW TO GO OOS - NOT PLANNED	Local	BBTWPAxB	Scheduled Outage	343
			PA_EMPR: MAJ SET GENR/PWR/RF1/HF/RF1-				Reviewed companies emergency power policy	
170176	05-Sep-11	1:26 PM	2-3/DFA/SURG/ACFL	POWER PLANT OVERLOAD Hazen remote went down twice.	Local	EMPRPAXE		3,480
			PA_BKVL: CBSY RCC2 HAZN 0	It restored on it's own.	Local	HAZNPAXH	Scheduled additional testing	370

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170165	11-Mar-11	10:20 PM	PA_EPHR:Lancaster County 911 Center ani and ani not working	CM MS IOD Net PM CCS Lns Trks Ext APPL . . . . 1 RCS . . 2CC. 2 Maj . M	E911	EPHRPAXE		11,568
170176	09-Dec-11	4:24 AM	PA_WYBG: PM102: SYSB RCC MTMR 4	*C* M RCC THE SPLICE WAS WAYNESBURG/CTM/FAC- COMPLETED AT 10:00PM 16-1-OC12-Slot:16_Port:1 12/10/11. THE SPLICE IS	Local	MTMRPAXM	Repaired or replaced cut cable	1,075
170176	09-Dec-11	8:28 AM	SDCC Termination Failure - SEE NOTES	PERMANENT AND THE SPLICE CASE IS SECURE.	Special	WYBGPAXW	Repaired or replaced cut cable	7,392
170176	09-Dec-11	6:18 PM	PA_WYBG: CBSY RCC MTMR 4	Sites have restored no call from field and no closing info on WFM outage closed.	Local	MTMRPAXM	Replaced faulty hardware	1,075

### Report 3 – Unfulfilled Request Report

§ 54.313(a)(3) The number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year. The carrier shall also detail how it attempted to provide service to those potential customers;

Service Area (SAC)	Wire Center	Held Orders	Held Due To
170162	GNHLPAXG	1	Cable full, added new plant
170162	TOTNPAXT	1	Cable full, added new plant
170176	BBTWPAXB	2	Cable full, added new plant
170176	CNTVPAXC	1	Cable full, added new plant
170176	ELDRPAXE	1	Cable full, added new plant
170176	ENVYPAXE	1	Cable full, added new plant
170176	HGHVPAXH	1	Cable full, added new plant
170176	JFSNPAXJ	2	Cable full, added new plant
170176	LUBGPAXL	1	Cable full, added new plant
170176	SHFDPAXS	1	Cable full, added new plant
170176	WOTNPAXW	1	Cable full, added new plant
170176	WYBGPAXW	3	Cable full, added new plant

#### Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
170151	HRTNPAXH	0
170151	LWBGPAXL	1
170151	MFBGPAXM	1
170151	WMTNPAXW	0
170162	BLLYPAXB	2
170162	BOTWPAXB	1
170162	BRDSPAXB	1
170162	DGVLPAXD	1
170162	GNHLPAXG	1
170162	MGTWPAXM	1
170162	OLEYPAXO	2
170162	SNVLPAXS	1
170162	TOTNPAXT	1
170162	YLHSPAXY	2
170165	ADTWPAXA	1
170165	AKRNPAXA	1
170165	DNVRPAXD	1
170165	EPHRPAXE	1
170165	LITZPAXE	1
170165	MANHPAXE	1
170176	ALBNPAXA	2
170176	APLLPAXA	1
170176	BBTWPAXB	4
170176	BCWYPAXB	1
170176	BKVLPAxB	1
170176	BRVEPAXB	2
170176	CALBPAXC	2
170176	CCHRPAXC	3
170176	CLPTPAXC	2
170176	CNLKPAXC	2
170176	CNTVPAXC	3
170176	COVRPAXC	1
170176	CRMCPAXC	2
170176	CRSCPAXC	2
170176	DAYTPAXD	2
170176	DLMTPAxD	1

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§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
170176	DRTNPAXD	1
170176	DRWDPAXD	2
170176	EBRDPAXE	2
170176	ELDRPAXE	2
170176	EMPRPAXE	1
170176	ENVYPAXE	1
170176	EXPRPAXE	1
170176	FDCYPAXF	1
170176	FRDNPAXF	2
170176	FRTWPAXF	2
170176	GLGOPAXG	2
170176	GNBOPAXG	2
170176	GYMLPAXG	2
170176	GYVLPAXG	2
170176	HAZNPAXH	2
170176	HGHVPAXH	2
170176	HRCYPAXH	1
170176	HWTHPAXH	1
170176	JFSNPAXJ	4
170176	JMTWPAXJ	0
170176	JSBGPAJ	1
170176	KNOXPAXK	2
170176	KRSYPAXK	1
170176	KTNGPACC	1
170176	KTNGPAXK	1
170176	LCBGPAXL	1
170176	LNFRPAXL	1
170176	LNSVPAXL	2
170176	LUBGPAXL	1
170176	MDVLPAXM	1
170176	MDWYPAXM	2
170176	MNCYPAXM	1
170176	MTGMPAXE	1
170176	MTMRPAXM	3
170176	NWAXPAXN	2
170176	NWBHPAXN	1

## Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
170176	NWFPPAXN	3
170176	PNFDPAXB	1
170176	PTMTPAXP	1
170176	RCYVPAXR	2
170176	RGWYPAXR	1
170176	RKLDPAXR	3
170176	RMBGPAXR	2
170176	RRVLPAXR	3
170176	RRVYPAXR	1
170176	SAEGPAXA	2
170176	SAEGPAXS	2
170176	SAVLPAXS	1
170176	SHFDPAXS	1
170176	SHKVPAXS	2
170176	SIGLPAXS	2
170176	SLIGPAXS	2
170176	SNLKPAXS	2
170176	SPGGPAXS	4
170176	SPVLPAXS	1
170176	STMYPAXS	1
170176	SUVLPAXS	2
170176	TMBLPAXT	2
170176	TMTNPAXT	2
170176	TUVLPAXT	2
170176	TWVLPAXT	2
170176	WEDVPAXW	2
170176	WLCXPAXW	1
170176	WOTNPAXW	2
170176	WRMRPAXW	1
170176	WSFRPAXW	2
170176	WSPFPAXW	2
170176	WTTWPAXW	1
170176	WYBGPAXW	2



## Report 5 - Service Quality and Emergency Certification

§ 54.313(a)(5) Certification that it is complying with applicable service quality standards and consumer protection rules

§ 54.313(a)(6) Certification that the carrier is able to function in emergency situations as set forth in §54.202(a)(2)

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### Response:

See report certification - Certifications include compliance with service quality standards, consumer protection, and the ability to function in emergency situations.

## **Report 6 - Company Price Offering Report**

§ 54.313(a)(7) The company's price offerings in a format as specified by the Wireline Competition Bureau

Response: The Wireline Competition Bureau has not specified the format this data is to be provided in nor has this been approved by the Office of Management and Budget (OMB). This data will be provided once the OMB acceptance has been published in the Federal Register and the WCB has specified the format per FCC 11-161 ¶54.313(a)(7).

## **Report 7 - Holding and Operating Company Report**

§ 54.313(a)(8) The recipient's holding company, operating companies, affiliates, and any branding (a "dba," or "doing-business-as company" or brand designation), as well as universal service identifiers for each such entity by Study Area Codes, as that term is used by the Administrator. For purposes of this paragraph, "affiliates" has the meaning set forth in section 3(2) of the Communications Act of 1934, as amended

Response: The Office of Management and Budget (OMB) has not approved this new requirement. This data will be provided once the OMB acceptance has been published in the Federal Register per FCC DA 12-147 II.A.12.

## Report 8 - Tribal Land Information

§ 54.313(a)(9) To the extent the recipient serves Tribal lands, documents or information demonstrating that the ETC had discussions with Tribal governments that, at a minimum, included:

- (i) A needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- (ii) Feasibility and sustainability planning;
- (iii) Marketing services in a culturally sensitive manner;
- (iv) Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes; and
- (v) Compliance with Tribal business and licensing requirements. Tribal business and licensing requirements include business practice licenses that Tribal and non-Tribal business entities, whether located on or off Tribal lands, must obtain upon application to the relevant Tribal government office or division to conduct any business or trade, or deliver any goods or services to the Tribes, Tribal members, or Tribal lands. These include certificates of public convenience and necessity, Tribal business licenses, master licenses, and other related forms of Tribal government licensure.

Response: This requirement is not effective until April 1, 2013 per FCC DA 12-147 II.A.11.

## Report 9 - Areas with no Terrestrial Backhaul Certification

§ 54.313(g) Areas with No Terrestrial Backhaul. Carriers without access to terrestrial backhaul that are compelled to rely exclusively on satellite backhaul in their study area must certify annually that no terrestrial backhaul options exist. Any such funding recipients must certify they offer broadband service at actual speeds of at least 1 Mbps downstream and 256 kbps upstream within the supported area served by Federal Communications Commission satellite middle-mile facilities. To the extent that new terrestrial backhaul facilities are constructed, or existing facilities improve sufficiently to meet the relevant speed, latency and capacity requirements then in effect for broadband service supported by the CAF, within twelve months of the new backhaul facilities becoming commercially available, funding recipients must provide the certifications required in paragraphs (e) or (f) of this section in full. Carriers subject to this paragraph must comply with all other requirements set forth in the remaining paragraphs of this section.

Response: No certification required. Windstream does not rely on satellite backhaul for its network.

## Report 10 - Residential Local Service Rates Report

§ 54.313(h) Additional voice rate data. All incumbent local exchange carrier recipients of high-cost support must report only their flat rates for residential local service, as well as state fees that are below the local urban rate floor as defined in § 54.318 of this subpart, and the number of lines for each rate specified. Carriers shall report lines and rates in effect as of June 1.

No rates are below the \$10 floor in Pennsylvania.

SAC	SPIN	Exchange	Res. Local Service Charge	State SLC	State USF Fee	Mandatory EAS Charge	Loops
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## Annual Report Certification

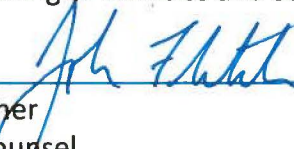
June 26, 2012

In accordance with FCC 11-161 ¶581, this form is to certify that all the information contained in this report is accurate to the best of my knowledge. I acknowledge my certification is subject to the penalties for false statements imposed under 18 U.S.C. §1001.

I, John Fletcher, am General Counsel for Windstream Communications and certify that I am authorized to execute this certification on behalf of Windstream and the facts set forth in this report are accurate to the best of my knowledge, information and belief.

Pursuant to the requirements under 47 C.F.R. §54.313(a)(5) and §54.313(a)(6) Windstream also certifies to the respective State Regulatory Commission that:

- 1) Windstream has established operating procedures designed to facilitate compliance with applicable consumer protection rules.
- 2) Windstream has established operating procedures designed to facilitate compliance with applicable service quality standards. Where applicable Windstream reports service quality standards to State Commissions.
- 3) Windstream has established operating procedures for emergency situations that will allow it to remain functional §54.202(a)(2).
- 4) Windstream certifies that all federal high-cost and CAF support was used in the proceeding calendar year and will be used in the new calendar year only for the provision, maintenance, and upgrading of facilities and services for which the support is intended.

  
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John Fletcher  
General Counsel  
Windstream Communications  
4001 Rodney Parham Rd.  
Little Rock, AR 72212

Dated this 27 day of June, 2012

SUBSCRIBED AND SWORN to before me this 27 day of June, 2012

  
\_\_\_\_\_  
Notary Public : Sandra Blade

My Commission Expires: 8-2-16

